

**Department of Family and Support Services-Workforce Services Division
Community Development Block Grant (CDBG) Reentry Program Model
2021 CRF CARES Act Scope of Work**

FUNDING OVERVIEW

Coronavirus Aid, Relief and Economic Security Act (CARES) Funding

In response to COVID-19 CARES Act Funding is intended to **help communities prevent, prepare for, and respond to coronavirus.** The appropriations aim to provide assistance and supports for Chicago residents struggling from the impacts of COVID-19, which include the unemployed (and underemployed), those experiencing housing insecurity, homeowners, renters, small businesses as well as those in need of various health resources.

- The federal support from the CARES Act provides workforce development funding for services and programs to directly assist those who have been most severely impacted by the coronavirus—especially Chicago’s most vulnerable residents: the homeless, those returning home from incarceration, and English-language learners,
- Per federal guidelines, all CARES Act workforce development funding must be directed to COVID-related eligible costs, which include workforce programs that provide training and supportive services to Chicago residents recovering from the pandemic's economic impact.

SECTION A – GOALS AND OBJECTIVES

Program Goals

This Scope of Services focuses on the Reentry Program Model whose goal is to foster the successful reentry of returning citizens into their communities throughout the City of Chicago, to avoid engagement in criminal activities and recidivism, successfully complete parole and or probation, and become employed making a livable wage to be self-sustaining individuals in their communities. This is achieved by providing returning citizens wrap around services, employment assistance and other comprehensive services and supports that are specific to their needs. The agency will serve 10 returning citizens with work-related supportive services and assist with placement in employment with the CARES Act funding in 2021.

Target Population

The target population for this program; adults 18 years of age and older, any gender, race or ethnicity, residing in the City of Chicago, low to moderate income, authorized to work in the United States and who have or have had any criminal justice involvement.

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The Workforce Services Division at DFSS seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, skills training, job placement assistance, and case management services through its network of community-based delegate agencies.

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SECTION B – PERFORMANCE MEASUREMENT

Performance Measures

To track progress toward achieving our goal and assess success of the program, DFSS will monitor a set of performance measures that may include but are not limited to:

- Percentage and number of returning citizens who are enrolled in the workforce program.
- Percentage and number of returning citizens who receive referrals for services and resources.
- Percentage and number of returning citizens who receive supportive services
- Percentage and number of participants who remain in unsubsidized employment for 30,90 and 180-days.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of incoming calls to agency dedicated phone line.
- Number of callers who are returning citizens.
- Number of returning citizens who are homeless or at risk of homelessness.
- Number of returning citizens who have limited-English proficiency.
- Number of returning citizens requesting work related supportive service assistance; transportation, vital records, photo ID, work related items, etc.
- Number of returning citizens seeking information on education, employment, housing, other community resources

Data Reporting

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions.

As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like. Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement, retention and exiting of the workforce program.

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Requirements include:

- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring all participants are enrolled in the ECM system within 3 business days of interaction.
- Ensuring participants eligibility and support documents are uploaded into ECM as a part of the enrollment process.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Participants enrolled in services, referred for services, and discharged from services.
- Activities undertaken by the delegate agency to service participants referred for services, and goals set for completion of services.
- Findings of assessments completed by the delegate agency while delivering services.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

Meetings

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate agency's Chief Executive Officer, or designee. DFSS Deputy Commissioner, Director, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

Training

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate

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agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

SECTION C – CORE ELEMENTS

Program Requirements

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment community outreach recruitment strategy customized to effectively reach the priority population, and a referral process
- Program Orientation include eligibility requirements, provide an overview of the program and expectations, intake assessment
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed with all enrolled participants i.e. O' Net Career Interest Profiler, academic assessments such as Test of Adult Basic Education (T.A.B.E)-for programs that require an assessment of basic skill levels. Development of an Individualized Employment Plan (IEP) is required for all enrolled participants.
- Case Management Services providing advocacy, career coaching, mentoring, assist the securing of eligibility and required support documents, assisting with and or referral for needed services outside of workforce, linkages to community resources, monitoring of progress, and more.
- Contacts Participant should be contacted every 15-30 days. Program staff should secure a main contact number and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address on file and entered within ECM.

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- Job Readiness Training activities such as completing a job application, Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Participants should have access to the Internet for employment services including; job search techniques, job clubs and job fairs. Each successful participant is required to have a completed resume on file.
- Basic Skills Training life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, referrals to adult learning programs
- Supportive Services- transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE). All other supportive service request not approved by DFSS, must be submitted for consideration but all approvals will be based off funder guidance and regulations.
- Placement Services outreach and recruit employers from in demand industries willing to collaborate on affording participants employment opportunities, implementation of a plan to address specific industry/occupation workforce needs, and identification of other resources that would benefit businesses such as assistance in applying for tax credits.
- Follow-up and Retention Services provide ongoing case management to include; contacts, follow-up activities and supportive services to ensure retention and career advancement.

Serve as a "Clearing House" of information and services available to returning citizens.

- Operate a program in or near communities receiving high numbers of returning citizens.
- Provide a dedicated phone line with hours of operation from 8:30 am to 5:00 pm, Monday through Friday. Voice mail must be available for calls after 5:00 pm.
- Have technical and staff capability to receive large numbers of calls and the ability to refer these returning citizens to the appropriate service(s). Facilitate at a minimum 2,400 calls annually per Center.
- Respond in a timely manner or within one business day via phone or in-person to requests from the public about services available to returning citizens.
- Maintain a network of providers to assist in serving all participants.
- Maintain working relationships with the Cook County Sheriff's Office, Community Support and Advisory Councils (CSACs), and the Illinois Department of Corrections (IDOC).
- Maintain linkage and coordination with the larger Workforce Innovation and Opportunity Act (WIOA) funded system administered by the Chicago Cook Workforce Partnership.

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PROGRAM MONITORING:

The City, DFSS and or Funder may monitor all compliance and quality of services. This includes:

- Achievement of objectives in accordance with proposal and the contract
- Integrity of administrative systems and eligibility determination
- Quality of service evaluation through observation and informal interviews

These monitoring activities may take the form of administrative and programmatic record reviews, virtually, interviews of staff and/or participants, and general observations of the facilities, operations, and training activities. Participants not adequately documented as eligible will not count towards your outcome measures and may result in disallowed costs. Participant files must contain the following:

- Photo ID (may not be expired at time of enrollment)
- Documentation of authorization to work in the U.S. (Social Security and or a form from I-9 list)
- Proof of residency in City of Chicago
- Income Verification and Income calculation completed for eligibility determination
- Selective Service (Required for males 18 years of age and over)
- A copy of the participant's enrollment form
- Release of Information (signed and dated by program participant and agency staff)
- Follow up Agreement (signed and dated by program participant and agency staff)
- Assessments completed with individual to determine needs and or career path choices
- Individual Employment Plan (IEP) signed and dated by program staff and participant
- Documentation of support services provided to eligible participant
- Record of attendance and documentation of activities where appropriate (workshop or activity attendance record, etc.)
- Resume and job search records
- Completed case and or progress notes, and other documents requested by the City, DFSS, stakeholders, grant fund and or program model

SECTION D – PAYMENT STRUCTURE

Method of Payment

Under this contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based **eProcurement** system. All new and existing delegate agencies are required to register under the **iSupplier portal** at:

www.cityofchicago.org/eProcurement

Invoices/Vouchers must be;

- Submitted to the agencies assigned workforce liaison for review and approval prior to uploading into the iSupplier system.
- All vouchers should be submitted 5-7 business days prior to the 15th calendar day of the month. Agency must voucher monthly for proper monitoring of expenditures.
- All vouchers must include the required support documents to receive compensation.
- Delegates should allow a minimum of 3 business days for the review and approval process.
- Submit the required monthly report for month of service vouchering for, failure to have submitted the required monthly report before vouchering will result in the delay of agencies vouchers being reviewed and approved.
- Vouchers submitted after the monthly deadline will result in a delayed payment.

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SECTION E – PROGRAM AND DELEGATE INFORMATION

Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.

Program Overview

Program Model: **Community Reentry Support Center**

Program Name: _____

Grant Amount: \$ _____

Contract Term: **October 1, 2020 through December 31, 2021**

Budget Term: **January 1, 2021 through December 31, 2021**

Delegate Agency Information

Agency Name: _____

Address: _____

City

State

Zip Code

CEO/ED Name: _____

Executive Director Phone: (____) _____ Email: _____

Fiscal Contact Name: _____

Fiscal Contact Phone: (____) _____ Email: _____

Program Staff Name: _____ Title: _____

Program Staff Contact (____) _____ Email: _____

Administration Office Hours: ____AM - ____PM Days of the Week: _____

Facility/Site Information

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site
Ex; ABC Community Center	1234 W Main St.	M-F	9:00 - 5:00	\$50,000	25

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Indicate Program Service Area:

- ☐ This program will provide services to all eligible City of Chicago residents or,
☐ This program will serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): _____

Community Area(s): _____

Census Tract(s): _____

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: _____ South: _____

East: _____ West: _____

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Program Description

Provide a narrative about the program including the scope, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the outlined key elements of Sections A, B and C. If relevant, describe coordination with other sources/partner any MOU's in place with employers. This section is expected to describe the program at full operational capacity.

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Planned Performance Outcomes-

(1) Program Activities: Describe the activities that will accomplish program deliverables	(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: # of workshops to be held	(3) Planned Output by Quarter and end of year total: Provide the projected quantifiable units for each program deliverable for each quarter. Note 90% of enrollments should be completed by end of 2 nd quarter (June 30 th)					(4) Performance Measures
		1st	2nd	3rd	4th	Total	
Recruitment							# of clients recruited for program
Enrollment						10	# of clients enrolled in program
Placement						5	# of clients placed in jobs
Retention 30-Days							# of clients that reached 30 days of employment
Retention 90-Days							# of clients that reached 90 days of employment
Retention 180-Days							# of clients that reached 180 days of employment
Target Population							Total # per priority population
Supportive Services							# of clients to receive supportive services at \$350 per person
Unsubsidized Wages							# of clients receiving unsubsidized wages

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____

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SECTION F – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

- ☐ By checking this box your agency certifies that it has read and understands the expectations outlined in this Scope of Work for all Sections and headings outlined in the document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

Funder Resources

Provided below are hyperlinks to read and understand funding source rules and regulations:

U.S. Department of Housing and Urban Development (HUD)-<https://www.hudexchange.info/>

Note-DFSS Workforce Services contracted agencies are responsible for visiting the HUD website <https://www.huduser.gov/portal/datasets/il.html> to verify HUD income guidelines

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207- ineligible activities)
<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=div5>